



Manager, Client Services – Vancouver

WHO WE ARE

Anchored in our purpose to help clients achieve their financial goals, Odlum Brown has remained an independent, full-service investment firm for over 100 years. Wholly owned by its team members, the firm continues its tradition of leadership in the financial community as one of BC's most respected investment firms.

We are honoured to be nationally recognized as one of Canada's Best Managed Companies and one of Canada's Most Admired™ Corporate Cultures, and to share the achievement of a century in business with our valued team members, clients and communities.

CULTURE AND VALUES

Guided by a set of timeless core values – Clients First, People, Accountability, Independence, Integrity and Community – we are very proud of the vibrant, ever-evolving culture that we have built over the years. These values are the cornerstone of our culture and the principles that provide a compass for our actions and unify us as a team.

PEOPLE

We have skiers, mountain bikers, hockey players, runners, volleyball players, movie buffs, bookworms, animal lovers, musicians, yogis, world travelers – all with diverse backgrounds and experiences to share from around the globe. You will work with really interesting people and make great friends, too.

COMMUNITY

We are serious about supporting the communities where we live and work. A recipient of a Canada's Volunteer Award from the Government of Canada, we are committed in heart and mind to everything we do in the community, and we work hard to inspire passion and fun while doing it.

PROFESSIONAL DEVELOPMENT

Continuous learning matters. We are committed to providing career-long support for learning and growth.

THE OPPORTUNITY

We have an opportunity for a Manager, Client Services to join our award-winning firm in the Vancouver office.

WHAT YOU'LL DO

The Manager, Client Services leads the Account Transfers and Registered Accounts teams in providing exemplary client service to advisory groups in a fast-paced, ever-changing regulatory environment. Reporting to the Senior Manager, Client Services, this role works in close collaboration with Compliance and other Client Services departments to ensure new and existing client account information is complete, accurate, compliant and processed in adherence with service level expectations.

The ideal candidate is an inspirational leader with highly developed influencing and communication skills. You are a critical thinker and a master at managing different stakeholders with competing interests. You are a subject-matter industry expert with diverse experience and in-depth knowledge of registered products, transfers, compliance, tax, trust and estates. Your leadership style is proactive, results-oriented and supportive with proven expertise in the transformation, development and empowerment of team members. You are both curious and passionate about



continuous improvement and driving and effecting change in a demanding business environment. You are comfortable leading through change, uncertainty and ambiguity and savour the opportunity to collaborate and solve complex business challenges.

PEOPLE LEADERSHIP

- Provide leadership to Account Transfers and Registered Accounts team members in delivering client service excellence to our Investment Advisor and Portfolio Manager teams
- Support and coach the teams with a focus on incoming external client asset transfers and registered products, in collaboration with Supervisors and Team Leads
- Inspire and develop team members to reach optimal performance
- Leverage the talent management program to identify and mentor emerging leaders for succession planning
- Recruit using best-in-class recruitment practices that align with the firm's core values and key competencies

PROCESS MANAGEMENT

- Coordinate and supervise activities for effective Account Transfers and Registered Accounts daily operations
- Guide team members on client account activities related to registered products (RRSP, RESP, RRIF, RDSP, TFSA and FHSAs)
- Ensure standard operating procedures are updated and followed, and service level agreements are met
- Ensure accurate processing of Registered Accounts tax reporting
- Provide expert advice in Account Transfers and Registered Accounts processes and best practices to advisors and their advisory support teams
- Provide support and guidance to Account Transfers and Registered Accounts teams by managing escalations and responding to client requests
- Develop subject-matter expertise and resource materials for all facets of Account Transfers and Registered Accounts, including interdependencies with Compliance, Accounting, Estates and Tax reporting requirements
- Work with the Manager, Learning and Development (Client Services) to develop Account Transfers and Registered Accounts training programs to provide continuous learning for direct and indirect reports
- Analyze existing practices and procedures and implement processes for continuous improvement
- Identify opportunities to streamline and effectively manage high volumes of client applications and information updates
- Collaborate and make decisions on exception scenarios while considering various stakeholder positions
- Anticipate challenges and plan strategically for development and future growth opportunities
- Act as a key liaison with service providers, regulators and counterparties including CIRO, IIAC, CRA, IRS and Broadridge

PROFESSIONAL COMPETENCIES

- Strong business acumen and judgment; excellent analytical, investigative, knowledge-seeking and decision-making skills
- Self-confident team player with the ability to develop, maintain and build positive relationships



- A high degree of self-discipline with exceptional time management and organizational abilities to juggle multiple and competing priorities
- Problem-solving abilities accompanied by initiative to leverage technology to identify and implement practice improvement opportunities
- Passion for providing client service excellence through teamwork and partnership

KNOWLEDGE AND EXPERIENCE

- Minimum of 7 years of related industry experience with inspirational hands-on management skills
- In-depth knowledge of the investment industry, regulatory environment, legal, estate and tax matters
- An undergraduate level degree or equivalent work experience in a business-oriented discipline
- Exposure to Account Transfers and Registered Accounts processes
- Proven ability to deliver results within prescribed deadlines
- Excellent communication and relationship-building skills
- Ability to exercise good judgment and decision making within a policy and regulatory framework
- Experience with Broadridge's Dataphile platform or similar client data information system
- Project management and change management experience a strong asset
- Proficient in MS Office (Outlook, Word, Excel and PowerPoint)
- CRO Supervisor registration required

WHAT WE OFFER

A culture of openness, collaboration and respect is foundational to our firm. We are a diverse, driven group of individuals who genuinely care about one another and encourage and appreciate each other's contributions. We believe in rewarding team members and do this by providing a competitive total rewards package that is fair and equitable; mentorship programs; flexible work options; and a variety of professional development opportunities to expand your career. This role has an expected salary of \$82,000 – \$90,000/year, plus the potential for bonuses.

Our team is growing, and we've got room for one more if you're interested. If this sounds like the environment you'd like to work in and you have the credentials and experience for this role, we invite you to submit a cover letter and resume to careers@odlumbrown.com by **May 31, 2024**.

Candidates must be legally eligible to work in Canada. Full disclosure of any restrictions must be disclosed at the time of expressing interest and supporting evidence provided prior to any potential offer of employment.

We appreciate your interest and thank you for taking the time to consider this opportunity. We will be in touch with individuals whose profiles most closely match what's needed to be successful in this role.